

# Patron Ratio Louisville Free Public Library

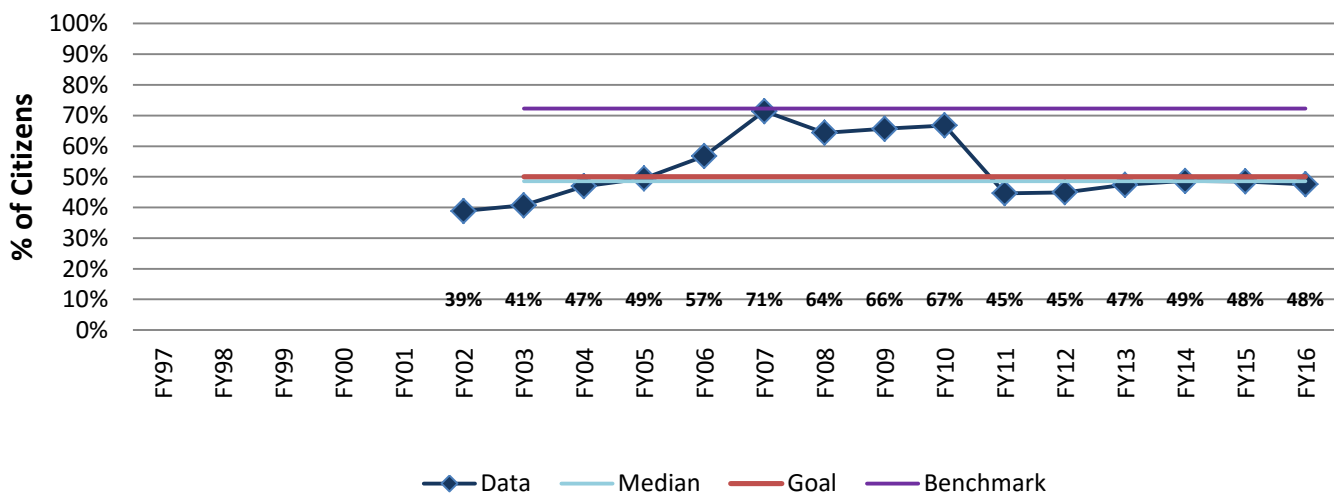


KPI Owner: Jim Blanton

Process: Patron Registration

Baseline, Goal, & Benchmark		Source Summary	Continuous Improvement Summary		
Baseline: 56% = Ten year average, 2005 - 2014. Goal: Increase to 50% by end of FY 2015 - 2016.       Benchmark: 72.3% = Top 25% of 19 PLDS libs with ann. exp. \$15M - \$19M (LFPL=\$17.1M)		Data Source: LFPL Monthly Report  Goal Source: LFPL Strategic Plan   Benchmark Source: PLAmetrics.org PLDS Data (2015)	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal  Measurement Method: Count of patrons on July 1 divided by service area population reported to PLDS on annual report.  Why Measure: To understand how well we are reaching our service area population.  Next Improvement Step:		
How Are We Doing?					
FY12-FY16 5 Year Goal	FY12-FY16 5 Year Average		FY16 Goal	FY16 Actual	
50%	47%		50%	48%	
% of Citizens	% of Citizens		% of Citizens	% of Citizens	

## Patron Ratio



The seven basic quality tools, "5 Whys" technique, brainstorming and other methods will be applied to the measure graphed above. The purpose of using the tools/methods is to understand what makes performance less than desirable if performance is not best in class.